

P19115.A04

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants : Robert R. BUSHEY et al.

Appl. No. : 09/578,723

Filed : May 26, 2000

For : METHOD TO IDENTIFY AND CATEGORIZE CUSTOMER'S GOALS  
AND BEHAVIORS WITHIN A CUSTOMER SERVICE  
CENTER ENVIRONMENT



Group Art Unit: 2771

Examiner:

INFORMATION DISCLOSURE STATEMENT

RECEIVED

DEC 04 2000

Technology Center 2100

Assistant Commissioner of Patents  
Washington, DC 20231

Sir :

In accordance with the duty of disclosure under 37 C.F.R. §1.56, §1.97-1.98, Applicants hereby call the following documents to the Examiner's attention:

A copy of an International Search Report mailed on August 29, 2000 with respect to related PCT Application No. PCT US00/14468 is enclosed, in which the following documents are cited:

U.S. Patent No. 5,848,396 to GERACE, entitled "Method and Apparatus for Determining Behavioral Profile of a Computer User", which issued December 8, 1998. Applicants note that this document was cited as a category "X" document (indicating a document of particular relevance) with respect to claims 1-42 of the PCT application. The Examiner indicated the Abstract, columns 2, 3, column 4, lines 12-24, lines 37-47, column 5, lines 27-31, column 6, lines 22-39, and columns 7, 8, 13, and 15 as being relevant;

U.S. Patent No. 5,659,724 to BORGIDA et al., entitled "Interactive Data Analysis Apparatus Employing a Knowledge Base", which issued August 19, 1997. Applicants note that this

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P19115.A04

documents was cited as a category "Y" document (indicating a document of particular relevance if combined with another document of the same category) with respect to claims 1-42 of the PCT application. The Examiner indicated column 2, line 55 to column 3, line 52, and columns 5, 6, 8-10 as being relevant;

U.S. Patent No. 5,884,029 to BRUSH, II et al., entitled "User Interaction With Intelligent Virtual Objects, Avatars, Which Interact With Other Avatars Controlled by Different Users", which issued March 16, 1999. Applicants note that this document was cited as a category "Y" document with respect to claims 1-42 of the PCT application. The Examiner indicated the entire document as being relevant; and

U.S. Patent No. 5,889,992 to IYER et al., entitled "Scalable Set Oriented Classifier", which issued May 4, 1999. Applicants note that this document was cited as a category "Y" document with respect to claims 1-42 of the PCT application. The Examiner indicated the entire document as being relevant.

Applicants respectfully request the Examiner to consider and cite the above-mentioned documents. Copies of these documents are attached and are listed on a PTO-1449 Form which is also attached hereto. The Examiner is requested to initial the appropriate spaces on the attached PTO-1449 Form and to return a copy of the same to Applicants with the next official communication in the present application to confirm consideration of this document.

Applicants note that an Office Action on the merits has not yet issued in the instant application. However, if an Office Action on the merits has issued, and is crossing in the mail with this statement, the undersigned hereby authorizes the Commissioner to charge any fee necessary for the consideration of this statement, including any payment under 37 C.F.R. §1.17(p), to be charged

P19115.A04

to Deposit Account No. 19-0089.

Should there be any questions, the Examiner is invited to contact the undersigned at the below-listed number.

Respectfully submitted,  
Robert R. BUSHEY et al.

*Willi Boschi*  
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November 29, 2000  
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